

Arizona Service Quality Penalty Calculation - 2008														
	Month	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	
	Number of Days	31	29	31	30	31	30	31	31	30	31	30	31	
Residence - Business Office Access														
Calls in <20 sec		144,121	197,660	191,228	233,575	211,782	211,650							
Calls - Total Offered *		231,098	230,354	231,645	248,281	227,869	230,001							
%in > 20 sec		37.64%	14.19%	17.45%	5.92%	7.06%	7.98%							
%in < 20 sec		62.36%	85.81%	82.55%	94.08%	92.94%	92.02%							
Penalties (Offsets) Per Day		1000	-2,000	0	-4,000	-4,000	-4,000							
Total Penalties (Offsets) Per Month		31000	-58,000	0	-120,000	-124,000	-120,000	0	0	0	0	0	0	0
Total Residence Access Penalties (Offsets) YTD		31000	-27,000	-27,000	-147,000	-271,000	-391,000							
Business - Business Office Access														
Calls in <20 sec		27,864	25,857	25,192	26,971	24,032	23,919							
Calls - Total Offered		31,004	28,774	28,499	29,111	26,463	27,428							
%in > 20 sec		10.13%	10.14%	11.60%	7.35%	9.19%	12.79%							
%in < 20 sec		89.87%	89.86%	88.40%	92.65%	90.81%	87.21%							
Penalties (Offsets) Per Day		-2,000	-2,000	-2,000	-4,000	-4,000	-2,000							
Total Penalties (Offsets) Per Month		-62,000	-58,000	-62,000	-120,000	-124,000	-60,000	0	0	0	0	0	0	0
Total SBG Access Penalties (Offsets) YTD		-62,000	-120,000	-182,000	-302,000	-426,000	-486,000							
Repair - Business & Residence														
Calls in <20 sec		40,254	33,350	31,382	42,156	49,817	47,867							
Calls - Total Offered		48,991	40,694	40,662	47,235	55,499	55,513							
%in > 20 sec		17.83%	18.05%	22.82%	10.75%	10.24%	13.77%							
%in < 20 sec		82.17%	81.95%	77.18%	89.25%	89.76%	86.23%							
Penalties (Offsets) Per Day		0	0	0	-2,000	-2,000	-2,000							
Total Penalties (Offsets) Per Month		0	0	0	-60,000	-62,000	-60,000	0	0	0	0	0	0	0
Total Repair Access Penalties (Offsets) YTD		0	0	0	-60,000	-122,000	-182,000	-182,000	-182,000	-182,000	-182,000	-182,000	-182,000	-182,000
Held Orders														
Held Orders		21	24	31	22	17	23							
Access Lines **		1,632,268	1,619,661	1,604,573	1,585,601	1,568,112	1,554,497							
%Held Orders of Access Lines		0.0013%	0.0015%	0.0019%	0.0014%	0.0011%	0.0015%							
Penalties (Offsets) Per Day		-4,000	-4,000	-4,000	-4,000	-4,000	-4,000							
Total Penalties (Offsets) Per Month		-124,000	-116,000	-124,000	-120,000	-124,000	-120,000	0	0	0	0	0	0	0
Total Held Order Penalties (Offsets) YTD		-124,000	-240,000	-364,000	-484,000	-608,000	-728,000							
Out of Service Repair Times														
Out of Service < 24 hours		14,948	13,904	13,167	13,245	13,490	13,384							
Total Out of Service		19,839	17,651	14,177	14,278	15,866	15,632							
%Out of Service < 24 hours		75.35%	78.77%	92.88%	92.77%	85.02%	85.62%							
Penalties (Offsets) Per Day		1000	1000	-2,000	-2,000	-1000	-1000							
Total Penalties (Offsets) Per Month		31000	29,000	-62,000	-60,000	-31,000	-30,000	0	0	0	0	0	0	0
Total Out of Service Penalties (Offsets) YTD		31000	60,000	-2,000	-62,000	-93,000	-123,000							
Total Service Quality Penalties YTD		62,000	60,000	0	0	0	0	0	0	0	0	0	0	0
*Call handling includes 14-state region vs. AZ/NM district														
**Retail access lines only														